

**GUIDELINES/ TERMS AND CONDITIONS FOR HIRING OF BUILDINGS,
TRANSPORT, CATERING AND OTHER SERVICES FOR HAJJ 1438H/2017**

**Ministry of Religious Affairs and Interfaith
Harmony**

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I. **Hajj – 2017 (1438 H): Guidelines / Terms and Conditions for Selection of Buildings for Stay of Hujjaj at Makkah**

The Office of Pilgrims Affairs Pakistan (OPAP), Consulate General of Pakistan, Jeddah intends to hire accommodations for hujjaj arriving from Pakistan under the government scheme for Hajj 2017/ 1438H. In order to make improved arrangements for Pakistani hujjaj, the foremost of which is hiring of buildings, the process of acquiring comfortable accommodations shall be carried out through a transparent and objective system;

The following terms and conditions will be followed in this process:

1. All buildings will be hired by the Hiring Committee notified by the Ministry of Religious Affairs & Interfaith Harmony on the basis of Saudi Hajj *taleemat* and the provisions of the Hajj Policy read with instructions from the Ministry of Religious Affairs and Interfaith Harmony, Government of Pakistan (MoRA-IFH, GoP).

2. The basic terms and conditions and process are provided below. However, interested persons/owners or authorized Saudi representatives should obtain a copy of the agreement to be signed between OPAP and building owners / lessors in 1438H/ 2017 to acquaint themselves of the mechanism and conditions of hiring of buildings for Pakistani hujjaj. OPAP reserves the right to make amendments in the building agreement of 2017 until the time of signing.

3. The Owners/Mustajir i.e. legally entitled lease holders (Saudi nationals only) who intend to lease out their buildings may directly apply to OPAP, Consulate General of Pakistan, Jeddah / Makkah on the designated form along with the following documents during working days from 0900hrs to 1600hrs daily after the publication of public notice (invitation to submit Expressions of interest/Bids) in the newspapers/MoRA-IFH website and PPRA website;

i) Original *tasreeh* for year 1438H/2017; in case the original *tasreeh* has not been issued, the last original *tasreeh* (1437 AH) along with proof of processing of *tasreeh* for 1438H will be required at the time of registration; however, original *tasreeh* shall be produced before the scheduled visit of the Committee;

ii) A Vakala-Sharia from the owner / mustajir indicating that the person depositing the application is empowered to do so specifically for Hajj season 1438 H. In this case, the decision of OPAP – after due analysis of the vakala will be final.

iii) A personal affidavit stating the following that:

(a) the general condition of the building is excellent and is safe for the accommodation of Hujjaj;

(b) the building is free of any encumbrance (e.g. ownership / legal disputes);

- (c) the building has an equal number of rooms and bathrooms or in case this is not the position, the owner is willing to dispense with any rooms and their accommodation capacity in excess of the number of bathrooms.
- (d) the building has at least two lifts
- (e) the building has a proper dining area along with chairs and tables to accommodate atleast 1/3 of the guests as per *tasreeh* capacity at any given time.
- (f) all requirements, excluding *Tasreeh* which is to be provided as per term above, facilities /amenities etc., specified in Saudi Taleemat are available / or shall be made available as per agreement i.e. by Shawwal 15, 1438H.
- (g) the building shall be made available to OPAP for at least 30 working days from the date of registration or until the inspection whichever is later. In case, original *tasreeh* of 1438H is not provided on the date of inspection, the OPAP reserves the right to either cancel the building or place it at the bottom of registration list. If the building is also to be offered to another Hajj Office, the applicant/owner must withdraw it from OPAP; otherwise the applicant/owner and building maybe black-listed for the future;
- (h) additional space, if available over and above the *tasreeh* capacity will be used by the Hajj Office for the welfare of hujjaj like sector offices, dispensary etc without any additional payment.

Note: In case of any mis-statement in the affidavit, the owner or lessor or authorized person shall be permanently barred from offering buildings in the future.

- iv) application to be accompanied by a location map, clearly specifying all markers for easy identification of building and also the “crookie” (floor plan) of the whole building whether or not the building was hired by OPAP in the previous years;
- v) the applications will only be personally deposited after being checked and approved by the Director General or in his absence by any other member of the Hiring Committee nominated by the DG(H) in OPAP Office;
- vi) the depositing of an application - and the receipt issued therefor - shall in no way confer any right on the depositor or obligation upon OPAP of either mandatory inspection or selection of the building.
- vii) These terms and conditions are being issued only in English, the working language of OPAP. Bidders may, if they so wish, obtain an Arabic translation on their own but the English version shall prevail and OPAP takes no responsibility for any omissions or mistakes in the Arabic translation
- viii) by the very act of depositing an application, it will be deemed that applicant has accepted all the terms and conditions governing the hiring of buildings by OPAP;

4. The process of hiring of accommodations for Hajj 2017(1438H) commences with the publication of an invitation in the local newspapers and on the MoRA’s Website/ PPRA website;

5. The first list of buildings deposited for consideration with OPAP shall be generated 15 days after the publication of announcement on a first-come first-entered basis; However, the Hiring Committee can inspect or visit any building at any time and according to a priority that shall solely be the discretion of the Hiring Committee;
6. Hiring shall be on the basis of the *tasreeh* (hujjaj housing permit) issued by the Makkah Municipal Authorities (amanahasemah). However, OPAP reserves the right to reduce the number of hujjaj appearing in the *tasreeh* to a number that reflects a maximum of 6 persons/room or any other requirement. In such cases, the applicant/owner shall be informed prior to the agreement. Moreover, measurement of the floor space of the building would be made to ascertain the capacity of the rooms. **Under no circumstances a building will be hired at a capacity which exceeds the legal capacity mentioned in the *tasreeh*.** In case of hotel-type buildings issued with a *tasneef* i.e. hotel registration permit issued by the Saudi ministry of Commerce, OPAP shall fix an optimum and mutually acceptable capacity for the hotel taking into account the hotel's general condition and other factors.
7. Generally new or well-maintained buildings of recent origin, with capacity not less than 350 hujjaj, having adequate lift facilities (with a ratio of not more 1:33 i.e. two lifts of 10 persons capacity serving 330 persons or a lift of 8 persons serving 240 persons; in no case buildings of only one lift will be hired. Also buildings with adequate reception areas, dining hall, space for mosque, seating capacity as per *tasreeh* and size of the building, equal number of rooms and bathrooms and located in "clusters" will be hired for pilgrims. Under construction buildings will not be considered for selection no matter how advanced the level of completion is.
8. The distance of the building will be measured from the **outermost** periphery of the Haram to the door of the building by the shortest route;
9. **All rooms in every new building offered for selection will be measured.** Measurements by other clients during earlier years, and capacities mentioned by them on the doors of the buildings will not be taken into consideration. All floors will be measured even if the floors are identical;
10. In case of buildings hired in previous years, observations of the Director (A & T) shall be duly considered. Copies of hiring record of previous years would be attached at the time of giving new file number.
11. The services will be provided by the applicant/owner in each building as per Article 2 supra;
12. The Inspection of the Hiring Committee will not be deemed as a final selection of the building.

II. Hajj 2017/ 1438 H: Guidelines/ Terms& Conditions Governing Supply of Catering Services in Makkah:

All bidders must meet the following guidelines terms & conditions as well as the specific conditions for each service listed below separately: As part of their bids, the companies should provide complete details about their organization, (including copies of registration with the

respective Saudi Arabian authorities for Hajj), names of Directors and main supervisory employees (especially those who will be handling the Hajj operations) as well as information showing previous experience in the area /service being applied. OPAP shall have the right to select the best evaluated bid in consonance with its requirements. **The bids must include a cover document with the following info;**

- (a) Name of the company:
 - (b) Address with phone and fax and email:
 - (c) Name of main contact person for this project:
 - (d) Names of persons designated for this project
 - (e) Clients' references:
- (i) All bidders must provide all relevant governmental permissions that are required for the project (for example the food supplying company must at least be registered with the Saudi Ministry of Health, Makkah al-Mukarramah and Madinah al-Munawwarrah municipalities). OPAP will not actually undertake any efforts or assume responsibilities to obtain permissions for the contractors. In case of contravention of any regulation or any customer complaint the individuals and/or companies shall bear full legal responsibility. An affidavit to this effect shall be provided on the company stationery.

Briefly, the bidding companies should;

- (ii) Have at least 2-3 years' experience in the provision of the same or similar goods and services as the ones for which bid is being submitted along with appropriate evidence of having performed a similar function during the Hajj operations for the same period.
- (iii) Identify the appropriate available human resources and how it would be hiring them for the stated purpose
- (iv) The bid should be according to the standard menu approved by OPAP and available in the office, that can be collected on any working day between 0900 hrs to 1600 hrs, after the publishing of advertisement in newspapers
- (v) Bidders will have to provide a Banker's Cheque equal to (10%) ten percent of the value of contract/agreement which will be returned to successful bidders by Muharram 30, 1439 failing which award may be given to the best evaluated bid that is next in terms of scores/evaluation. Banker's Cheque will be returned to un-successful bidders soon after the opening of bids.
- (vi) However, the return of the Banker's Cheque to successful bidders will be made after the contractors/bidders have paid any fines that may be imposed on the company /supplier who

shall be informed in writing about the reason for imposition of fine and shall have full opportunity to contest the fine.

- (vii) Only proprietors of establishments (*Moassassah*) or persons authorized by the bidding company (*shirkah*) shall be allowed to make a bid or Saudi employee of the company in the OPAP (to be read with section I(3)(ii) above); proof of such proprietorship or in case of company relationship (e.g. employee) and authorization to participate in the bidding process for Hajj 2017 shall be submitted by way of Chamber of Commerce attestation prior to start of the bidding process.
- (viii) All bidders will make a presentation detailing the system by way of which they intend to provide the service(s). The presentation and questions to follow will have a major determinant on the award of the contract. Under the procedure all bidders will first make a separate presentation followed by a common debriefing / discussion.
- (ix) All successful bidders will have to submit an affidavit stating
 - (a) That they have read all the terms and conditions in this document and agree to abide by these as well as any new conditions mutually agreed.
 - (b) No agent or intermediary has been involved and that no illegal payment has been made to anyone.
- (x) OPAP is not bound to intimate/respond to any or all the bids offered.
- (xi) OPAP accepts no liability for any failure by the bidder to comply with these terms and condition where such failure is due to circumstances beyond its reasonable control.
- (xii) the depositing of an application - and the receipt issued therefor - shall in no way confer any right on the depositor or obligation upon OPAP of either mandatory inspection or selection of the building.
- (xiii) These terms and conditions are being issued only in English, the working language of OPAP. Bidders may, if they so wish, obtain an Arabic translation on their own but the English version shall prevail and OPAP takes no responsibility for any omissions or mistakes in the Arabic translation.
- (xiv) All successful bidders shall sign a pledge to the effect that they have read and understood these general conditions for award of contract and agree with these.

Services and scope of work

Food and beverage catering services at residences of hujjaj;

- (i) These meals are to be provided at the place of residence whether cooked at the premises (if allowed by Saudi authorities) or pre-cooked at the company's legally authorized premises and then distributed in the dining halls of buildings (where available) or from any appropriate public area prescribed under Saudi Taleemat like the lobby (but not a vehicle standing outside the premises); direct access to the rooms / floors of residence of hujjaj is banned.
- (ii) Applicants must have a license to handle and supply foodstuffs from all concerned authorities in consonance with the laws of the Kingdom and specifically the Ministry of Hajj, KSA for Hajj 2017. In case of contravention of any regulation(s) or any customer complaint(s) the individuals and/or company (ies) shall bear full legal responsibility; such permissions must be deposited with the OPAP prior to starting work. OPAP shall assume no responsibility for any financial or other losses resulting from closure of the facility. The interested companies shall get health certificates of their workers from the ministry of Health and written permission to work for the Catering Companies from Maktab-ul-Amal.
- (iii) Bids will be evaluated on the basis of the supplier's facilities (like kitchen, distribution vehicles, staff), previous experience in the provision of the same services for which documentary evidence like contract copies may be provided and the presentation made to the Procurement Committee
- (iv) All meals must be of sufficient quantity to serve one average adult person (as determined a common person of ordinary prudence. In case of difference of opinion, the judgment shall lie with the authorized officer of OPAP in this regard.
- (v) The bidders must also indicate the following:
 - (a) Total capacity of hujjaj in multiples of thousand they are willing to provide for.
 - (b) Distribution mechanism i.e. how food will be brought to the premises and distributed (e.g. pre-packed or distributed in plastic plates on the spot from large pans and whether by coupons or timed service).

III. Hajj 2017/ 1438 H: Guidelines/ Terms & Conditions for TRANSPORT SERVICES;

Only Naqaaba-tus-sayyarat registered companies with a fleet of more than 500 buses are eligible to directly apply without any intermediary. In addition to the documents required as stated in the general terms and conditions governing supply of services of goods in paragraph II, only the company representative (to be read with section I(3)(ii) above) shall brief and make a presentation on the proposed transportation plan and services being offered. All bidders must provide certificates of their registration for hajj season -2017 with Naqaaba-tus-Sayyarat in addition to other documents. Bidders will have to provide a Banker's Cheque equal to (10%) ten percent of the value of contract/agreement which will be returned to successful bidders by Muharram 30, 1439 failing which award may be given to the best evaluated bid that is next in terms of scores/evaluation. Banker's Cheque will be returned to un-successful bidders soon after the opening of bids.

a) **Salawat Transportation.**

Only 2009-2017 model buses are required in proportionate numbers. Bidding companies must include the year and model of buses, rates, detailed operation and management plan including details of company reps to be deployed for execution or operation of the plan etc.

b) **Inter-City Transportation.**

Only 2013-2017 model buses are required in proportionate numbers. Bidders shall inform the number of buses to be provided for each model year of buses. Detailed operation and management plan including details of company reps to be deployed for execution or operation of the plan.

NOTE: for Catering and Transportation services, Single stage – two envelope procedure will be adopted:-

- (i) The bid shall comprise a single package containing two separate envelopes. Each envelope shall contain separately the financial proposal and the technical proposal;
- (ii) the envelopes shall be marked as “FINANCIAL PROPOSAL” and “TECHNICAL PROPOSAL” in bold and legible letters to avoid confusion;
- (iii) initially, only the envelope marked “TECHNICAL PROPOSAL” shall be opened;
- (iv) the envelope marked as “FINANCIAL PROPOSAL” shall be retained in the custody of OPAP without being opened;
- (v) the OPAP shall evaluate the technical proposal according to the criteria given below, without reference to the price and reject any proposal which does not conform to the specified requirements;
- (vi) during the technical evaluation no amendments in the technical proposal shall be permitted;
- (vii) the financial proposals of bids shall be opened publicly at a time, date and venue announced and communicated to the bidders in advance;
- (viii) after the evaluation and approval of the technical proposal the OPAP, shall at a time within the bid validity period, publicly open the financial proposals of the technically accepted bids only. The financial proposal of bids found technically non-responsive shall be returned un-opened to the respective bidders; and
- (ix) the bid found to be the lowest evaluated bid shall be accepted.

The technical appraisal will be done on the following criteria:-

1. Relevant experience and past performance,
2. Specifications of equipment/buses etc
3. Proof of doing similar work with hajj missions with hujjaj quota of more than 50000 in case of transport and 5000 in case of catering companies

4. Past experience of similar work with Pakistan hajj mission.
5. Capabilities with respect to personnel, equipment and workshop.
6. Financial position.
7. Appropriate managerial capability, and
8. Any other factor that a procuring agency may deem relevant, but not inconsistent with Public Procurement Regulatory Authority (PPRA) Rules 2004.

IV. OTHER SERVICES

1. Welcome Snacks at Jeddah and Madinah Airports on the arrival of hujjaj. The catering companies/bidders must have valid permission/Tasreeh to bring, store and distribute dry and packed food items within the premises of Airports. Moreover, catering companies or bidders with year round experience of supply of food to Umrah/Hajj Zaireen at airports and having capacity of storing food items inside the airports will be given priority. The following food items hygienically packed in one pack are required.

- croissant cheese sandwich (60-70 grams)
- English/Sweet Cake (170-190 grams)
- Juice (250 ml Rabi/Almarahi/Suntop)
- Dates (75-80 grams)
- Biscuits (50-60 grams)
- Water (600 ml)
- Wet tissue

2. Prayer mat, Muzdalfa mats, inflatable pillows and blankets for Hujjaj. The company must have an experience of at least 3 years, its own manufacturing unit for some of the items, is a regular importer of similar items and must possess warehouses in Makkah and Jeddah for storage and delivery. The Company may make design of some famous religious site of Pakistan on prayer mats. The specifications of these items are given as under;

- Prayers mats. Length & width (70 X 114 cms) Weight (620-650 grams)
- Muzdalfa mats. Length& width (105 X 200 cms) weight (1200-1300 grams)
- Blankets. Length & width (155 X 210 cms) weight (1800-1850 grams)
- Inflatable Pillow. Length & Width (45 X 30 cms)

3. Mobile telephone services, internet Wi-Fi, for hujjaj at their buildings of residence at Makkah and Medina and officials of the OPAP (CUG) from authorized telecommunication companies.

4. Ambulances fully equipped as per Red Crescent Instructions, 4 (Four) in number

5. Provision of human resources for temporary employment in Hajj season 2017.

6. Security personnel for OPAP office in Makkah.

7. Provision of trucks with capacity of 4ton/6ton/10 ton for the transportation of luggage of hujjaj between inter-city.

8. Miscellaneous.

- (a) Mina Arafat arrangements
- (b) Printing of Stickers, information materials,
- (c) Sign Boards and Panaflex signs for buildings/ information.
- (d) Office Stationery items
- (e) Printing of E-bands for the identification of hujjaj as per the regulation and requirement of Ministry of Hajj and Umra KSA.

IMPORTANT NOTES:

Bidders must ensure that they submit all the required documents indicated in the Bidding Documents without fail. Bids received without, undertakings, valid documentary evidence, supporting documents and in the manner for the various requirements mentioned in the Bidding Documents or test certificates are liable to be rejected at any stage.

All terms and conditions stated in this document will apply to all goods and services being offered by the bidders.

Upon submission of bid by a bidder it will be presumed that he undertakes that no intermediary has been involved and no illegal payment / commission has been paid by the bidder to any person/ entity.

The submission timelines for all the goods and services will be according to the invitation to bid appearing in the Saudi newspapers and websites of MoRA&IFH/ PPRA.

OPAP reserves the right to reject all or any of the bids or proposals at any time prior to acceptance of a bid or proposal.

OPAP has no agent and the Saudi owners / Mustajirs are informed to directly contact OPAP for all their inquiries and issues. For further information and clarification, kindly contact;

Directorate General of Hajj, Consulate General of Pakistan, Jeddah;

Phone:0126670980 Fax: 012-6670988; e-mail: dghajj@gmail.com

Complaints due to lack of cooperation or any illegal demand by the office staff of OPAP/Consulate General of Pakistan should be immediately brought to the attention of the Director General Hajj on the following contact directly. All reports/information shall be treated confidentially.

Dr. SajidYoosufani, Director General Hajj:0555920786

**OFFICE OF THE PILGRIMS AFFAIRS PAKISTAN,
JEDDAH**

BID SECURITY FORM (Catering)			
1	Name of the Catering Company		
2	Name of the Manager		
3	Approximate number of days	Makkah	Medina
		30	8
4	Number of Hujjaj quota demanded		
5	Bid Security @ 10%of the total projected value of contract(rate/day x number of days x number of hujjaj)		
6	Signature of the Company representative		

OFFICE OF THE PILGRIMS AFFAIRS PAKISTAN, JEDDAH

BID SECURITY FORM (Transport)			
1	Name of the Transport Company		
2	Name of the Manager		
3	Bidding for (nature of service) please tick the related box	Salawat	Intercity
4	Bid Security @ 10% of the projected total value of the contract		
5	Signature of the Company representative		
6	Date		